

FILE

\$11,000 cash plus interest
14-1241-EL-CSS

RECEIVED
SEP 17 2014 7
Service Monitoring &
Enforcement Department

List of Compensation Request

1. As of Jan 2014 I had A credit of
\$1,123.08 disputed charges

2. \$200.00 each infraction ~~400.00~~

each statement

a. Previous balance incorrect \$200.00
b. Total account balance 500.00

3. From Feb 17, 2012, that's 24 mth

| | |
|-------------|------------------------------|
| \$400.00 | \$10,050.00 |
| X 24 | 392.00 |
| <hr/> | 613.00 |
| 16000.00 | <hr/> |
| 8000.00 | \$11,055.00 |
| <hr/> | |
| \$9,600.00 | |
| 450.00 | fightish transfer on 2/17/12 |
| <hr/> | |
| \$10,050.00 | |

Plus interest

4. Harrassment - Disconnect notices
that were unwarranted. And
A demand for \$392.00 4/2013, And
\$613.00 May 31, 2014 to restore
service

This is to certify that the images appearing are an
accurate and complete reproduction of a case file
document delivered in the regular course of business.
Technician DM Date Processed SEP 19 2014

Response to C.E.I Attorney Gregory Williams
d to C.E.I attorney Gregory

ns:
Prepared for The PUCO

' out of Euclid agg/denied
Sept. 9, 2013

affirmation # 1664452
letter Attached

- II
- III
- IV I don't know
- V I don't know
- VI u e n
- VII u "
- VIII denied "

IX Reasonable grounds
X Relief
XI Com lacks subject jurisdiction
I don't know isn't an acceptable answer!
I ask the C.E.I how does
one get compensated, for An ^{illegal} disconnect
ion, thats based on theft and fraud.

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

GWENDOLYN TANDY)

Complainant,)

v.)

THE CLEVELAND ELECTRIC)
ILLUMINATING COMPANY and)
FIRSTENERGY SOLUTIONS CORP.)

Respondents.)

Case No. 14-1241-EL-CSS

ANSWER

ANSWER OF FIRSTENERGY SOLUTIONS CORP.

In accordance with Rule 4901-9-01(D), Ohio Administrative Code, Respondent FirstEnergy Solutions Corp. ("FES")("Respondent"), for its answer to the Complaint of Gwendolyn Tandy ("Complainant") states:

1. FES denies that Complainant "opted-out" of the Euclid aggregation on September 9, 2013. *Cancellation Confirmation #1664452*
2. FES admits that Complainant attempted to terminate her service with FES. *On 9/9/13*
3. FES terminated Complainant's service with FES on April 17, 2014 and waived the *A year later* termination fee.
4. FES is without sufficient knowledge or information to admit or deny the second, *I don't know* unnumbered paragraph of the Complaint.
5. FES is without sufficient knowledge or information to admit or deny the statement "these *I don't* aggregation amounts were atleast 3 and 4 times more than the last four years."
6. FES denies the statement "How does one get compensated for a program that amounts to theft & Fraud!"
7. FES is without sufficient knowledge or information to admit or deny the remaining attachments, statements and pages attached after page one of the Complaint.
8. Any allegation not specifically admitted herein is denied because FES is without sufficient knowledge or information to admit the allegation or allegations.

C.E.I.'s Attorney basically answered, 5 out of 8 answers, I don't know. They're required to know.

AFFIRMATIVE DEFENSES

- 9. The Complainant fails to set forth reasonable grounds for complaint, as required by Section 4905.25, Revised Code.
10. The Complaint fails to state a claim upon which relief can be granted.
11. The Commission lacks subject matter jurisdiction over some or all of Complainant's claims.

First Energy Solution is required, by the law and the PUCO to be familiar ¹ with the evidence. I don't now is not acceptable.

12. The Complainant did not comply with Rule 4901-9-01(B). As a result, FES attempted, to the best of its ability, to respond to the allegations contained in the Complaint.

C.E.F. didnt comply with the requirement. that they be farmiliar, with the evidence!

Respectfully submitted,

/s/ Scott J. Casto

Scott J. Casto (0085756)

FIRSTENERGY SERVICE COMPANY

76 South Main Street

Akron, OH 44308

(330) 761-7735

scasto@firstenergycorp.com

Attorney for FirstEnergy Solutions Corp.

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing Answer was served by U.S. Mail to the following person on this 25th day of August 2014.

Gwendolyn Tandy
1439 Sulzer Ave.
Euclid, OH 44132

I hereby certify that a copy of the foregoing Answer was served by Electronic Mail to the following persons on this 25th day of August 2014.

Mr. Gregory Williams
Whitt Sturtevant LLP
The KeyBank Building
88 East Broad St., Suite 1590
Columbus, OH 43215
campbell@whitt-sturtevant.com

/s/ Scott J. Casto
Attorney for FirstEnergy Solutions Corp.

**the
Illuminating
Company**
A FirstEnergy Company

FirstEnergy Solutions Corp

Cancellation 9/9/13
166 4452

Supplier Services
FirstEnergy Service Company
76 S. Main St.
Akron, OH 44308

00000328 01 AV 0.360
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

JULY 25, 2013

FOR SERVICE AT: 1439 SULZER AVE DUP
EUCLID OH 44132

ACCOUNT NUMBER: 110046580079
CUSTOMER NUMBER: 08008856621580009813

THIS IS A CONFIRMATION LETTER FOR A CHANGE OF ELECTRIC SUPPLIER

Dear Illuminating Company Customer:

This letter is simply a confirmation that FIRSTENERGY SOLUTIONS CORP is becoming your electric generation supplier on your next meter reading, which is AUGUST 07, 2013. If your community has formed an aggregation group to buy electricity, this supplier may have been selected for you through that aggregation. If this information is correct, you do not need to respond to this letter.

However, if you do not want to change suppliers, please call our toll-free automated Customer Choice number at 1-800-225-0444 within seven calendar days of the postmark date on this letter.

9-9-13

No matter what company supplies your electricity, The Illuminating Company will still deliver your electricity to you and respond to any questions or concerns you may have with your service.

Aug 4-7 days

If you have any questions about the FIRSTENERGY SOLUTIONS CORP charges, please contact them directly at 1-866-636-3749. If you have questions about choosing electric suppliers or governmental aggregation programs, you can contact the Public Utilities Commission of Ohio at 1-800-686-7826 or visit www.PUCO.ohio.gov.



ATTENTION OCCUPANTS!

SERVICE DISCONNECTION NOTICE

Your monthly electric bill has not been paid. The due date listed below is the **FINAL DATE** for paying the amount due in order to prevent your service from being disconnected.

| | | |
|---|-----------------------------------|---------------------------------------|
| CUSTOMER NAME GWENDOLYN C TANDY | | NOTICE PREP DATE 04/01/2013 |
| SERVICE ADDRESS 1439 SULZER AVE DUP EUCLID OH 44132 | | |
| ACCOUNT NO. 110046580079 | TOTAL AMOUNT DUE 352.43 | DUE DATE 04/11/2013 |

The total amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay the nontariffed products or services may result in loss of those products or services. Failure to pay the competitive retail electric may result in cancellation of your contract with the competitive retail electric service provider and return you to the electric distribution utility's standard-offer generation service.

If your service is disconnected, in addition to the amount due, additional charges, including a reconnection fee and/or a security deposit may be charged. Please call us toll-free at 1-800-686-9901 to discuss payment arrangements. Reduced payments can be made and disconnection avoided if you are eligible for an extended payment plan or the Percentage of Income Payment Plan Plus.

Extended Payment Plan

- A) ONE-SIXTH PLAN** - Extended payment plan that requires six equal monthly payments on the arrearages, in addition to full payment of current bills.
- B) ONE-NINTH PLAN** - Extended payment plan that requires nine equal monthly payments on the arrearages, in addition to a budget payment plan for the projected monthly bills. The budget portion of the payments may be adjusted periodically.
- C) ONE-THIRD PLAN** - Available from November 1 through April 15. Extended payment plan that requires payment of one-third of the balance due each month, which is arrearages plus current bill.
- D) PERCENT OF INCOME PAYMENT PLAN PLUS (PIPP Plus)** - Extended payment plan for customers whose household income is at or below 150% of the federal poverty level. PIPP Plus allows you to pay a percentage of your household income instead of the actual amount of your bill.

MEDICAL EMERGENCIES - Inquire about the Company's Medical Certification Program. If a licensed physician determines that disconnection of your electric service would be especially dangerous to the health of a permanent resident of your household, you may postpone the disconnection for a limited time.

You may be eligible for financial assistance under one or more of the following federal, state or local programs:

HOME ENERGY ASSISTANCE PROGRAM
(HEAP)
1-800-232-0880

EMERGENCY HEAP FUNDS
Administered through local
Community Action Agencies

COUNTY WELFARE DEPARTMENT
(Emergency Assistance)
Consult your local directory

If you have a complaint in regard to this disconnection notice that can not be resolved after you have called The Cleveland Electric Illuminating Company, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570, (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov. Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

On Sept 4, 2013 I made \$65.65 Payment